

## Claims

- [c1] 1.A service-portal automation control module (ACM), comprising:  
a first central processing unit (CPU) configured for processing automation control signals;  
a first memory operably connected to said first CPU;  
a second CPU operably connected to said first CPU;  
a second memory operably connected to said second CPU for storing a service-portal database containing a first set of service-portal data and one or more links to a second set of service-portal data stored in a remote network server; and  
a first network interface operably connected to said second CPU and to a gateway configured for enabling said second CPU to communicate with said remote network server.
- [c2] 2.The service-portal ACM of Claim 1, further comprising:  
a backplane interface operably connected to said first CPU;  
an ACM backplane operably connected to said backplane interface; and  
an interface module operably connected to said ACM backplane.
- [c3] 3.The service-portal ACM of Claim 1, wherein said first memory stores a configuration file containing specific information on said service-portal ACM.
- [c4] 4.The service-portal ACM of Claim 1, wherein said second CPU is configured for functioning as a network server.
- [c5] 5.The service-portal ACM of Claim 1, wherein said first network interface supports one or more low-level protocols including TCP/IP protocol.
- [c6] 6.The service-portal ACM of Claim 1, wherein said gateway is configured for enabling said second CPU to communicate with said remote network server via Internet.
- [c7] 7.The service-portal ACM of Claim 1, further comprising:  
a third CPU operably connected to said gateway and configured for communicating with said second CPU and said remote network server via said gateway;  
a third memory operably connected to said third CPU and configured for loading at least one Web browser to open Web pages stored in said second memory; and  
a user interface operably connected to said third CPU and configured for enabling a user to request said first set of service-portal data from said second memory and said second

set of service-portal data from said remote network server.

[c8] 8.The service-portal ACM of Claim 1, further comprising a user interface operably connected to said second CPU and configured for enabling a user to request said first set of service-portal data from said second memory and said second set of service-portal data from said remote network server.

[c9] 9.The service-portal ACM of Claim 8, wherein said second memory is configured for loading at least one Web browser to open Web pages stored in said second memory.

[c10] 10.The service-portal ACM of Claim 1, further comprising:  
a third CPU operably connected to said gateway and configured for communicating with said second CPU and said remote network server via said gateway; and  
a third memory operably connected to said third CPU and configured for loading at least one Web browser to open Web pages stored in said second memory.

[c11] 11.A method for displaying service-portal data relevant to a user's ACM in a Web browser, comprising the steps of:  
opening said Web browser in a computer;  
requesting service-portal data relevant to a user's ACM;  
determining whether said requested service-portal data is stored in a service-portal database stored in a memory operably connected to said computer;  
retrieving said requested service-portal data from said service-portal database; and  
displaying said requested service-portal data on said Web browser.

[c12] 12.A method for displaying service-portal data relevant to a user's ACM in a Web browser, comprising the steps of:  
opening said Web browser in a computer;  
requesting service-portal data relevant to a user's ACM;  
determining whether said requested service-portal data is stored in a service-portal database stored in a memory operably connected to said computer;  
retrieving at least one link to said requested service-portal data from said service-portal database;  
retrieving said requested service-portal data from an ACM-manufacturer network server;  
and

displaying said requested service-portal data on said Web browser.

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